US 20140156354A1

(19) United States

(12) Patent Application Publication

(10) Pub. No.: US 2014/0156354 A1

(43) Pub. Date: Jun. 5, 2014

Bortolin et al.

(54) **BUSINESS SYSTEMS MANAGEMENT MOBILE ADMINISTRATION**

(71) Applicant: **INTERNATIONAL BUSINESS MACHINES CORPORATION**, Armonk, NY (US)

(72) Inventors: **Max S. Bortolin**, Sao Paulo (BR); **Guilherme S. Elias**, Sumare (BR); **Marcos Vinicius L. Paraiso**, Compinas (BR); **Marcos D. Sylos**, Campinas (BR); **Fabio M. Tanada**, Compinas (BR); **Sergio Varga**, Compinas (BR)

(73) Assignee: **International Business Machines Corporation**, Armonk, NY (US)

(21) Appl. No.: **13/690,081**

(22) Filed: **Nov. 30, 2012**

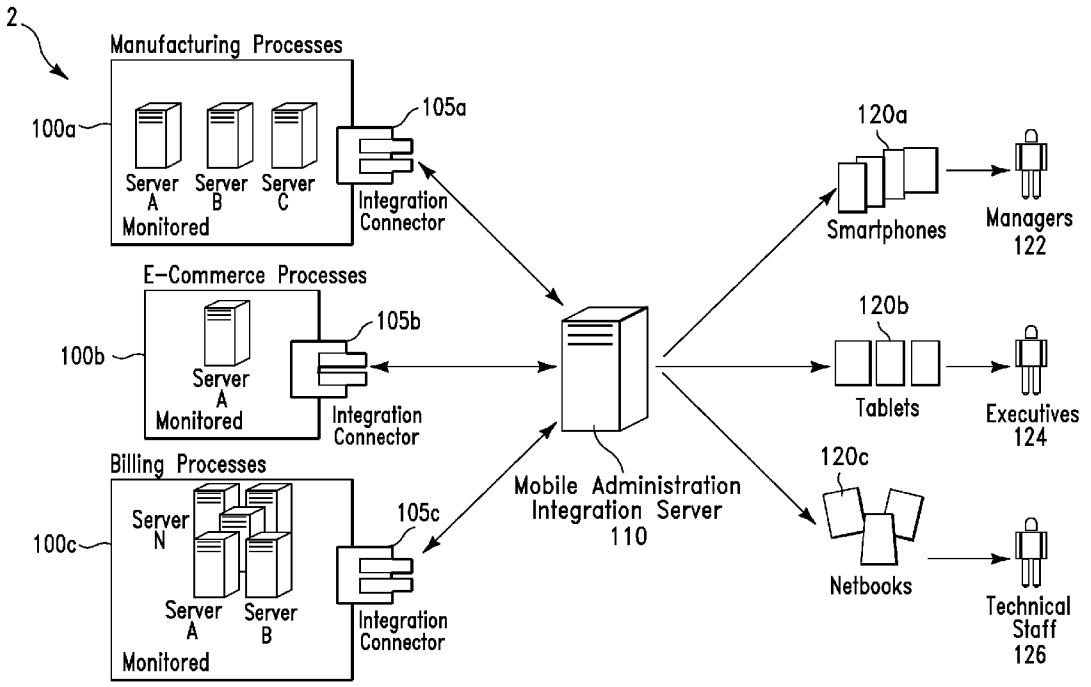
Publication Classification

(51) **Int. Cl.**
G06Q 10/06 (2012.01)

(52) **U.S. Cl.**
CPC *G06Q 10/0637* (2013.01)
USPC **705/7.36**

(57) **ABSTRACT**

A method and system for remotely managing business processes via a mobile device is provided. The method includes enabling, for a user, an application integrated with analytic models and geo-positioning technology. The user and a location of the user are identified. Preferences associated with the user are identified and a status of business processes associated with the entity at the location is monitored. In response, a status of the entity at the location is determined. Status data associated with the status is presented to the user via the mobile device. The status data is based on the preferences. The user may initiate an escalation process based on the status provided.



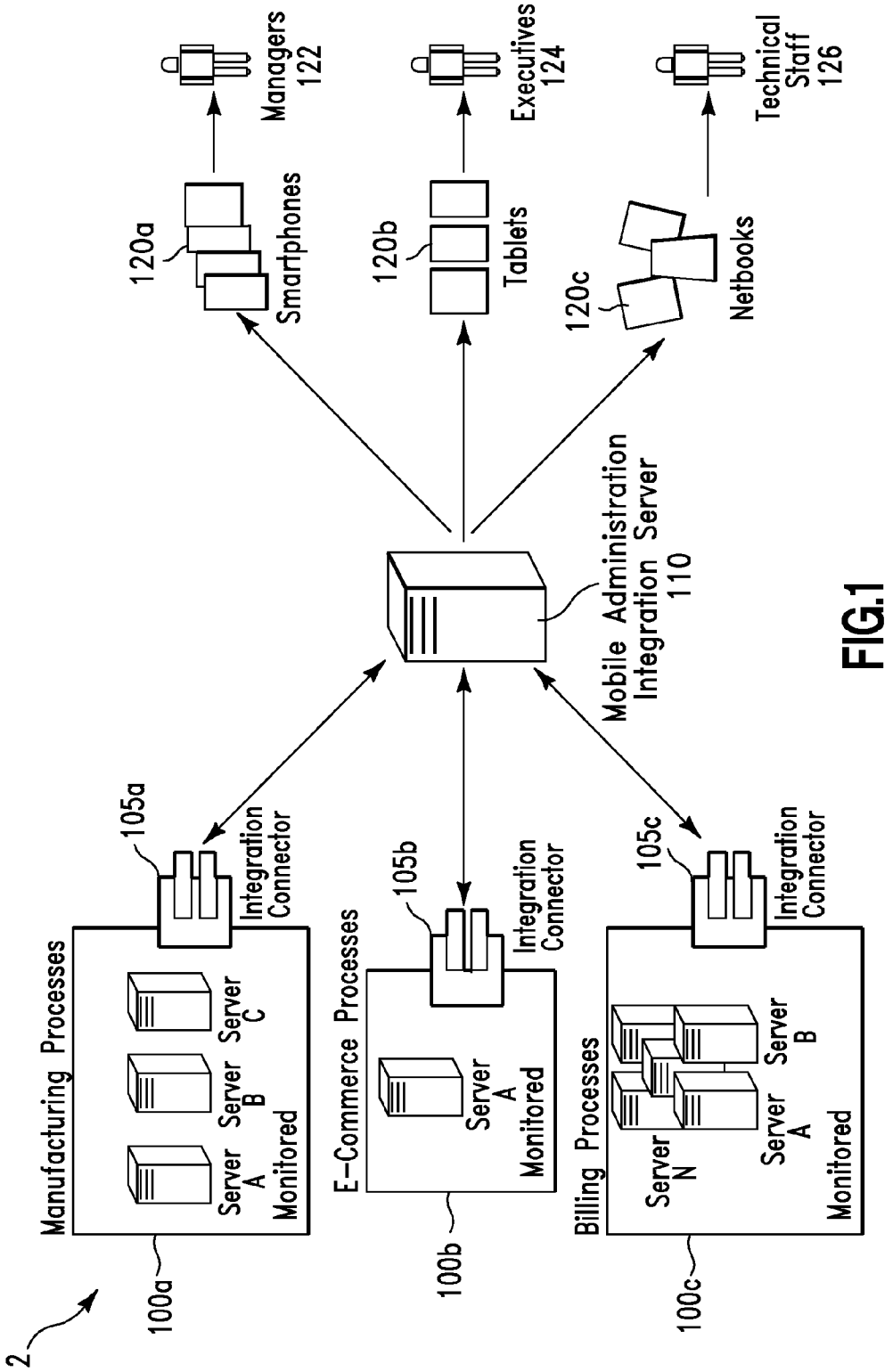

2
100a
Manufacturing Processes
Server A
Server B
Server C
Monitored
105a
Integration Connector
100b
E-Commerce Processes
Server A
Monitored
105b
Integration Connector
100c
Billing Processes
Server N
Server A
Server B
Monitored
105c
Integration Connector
Mobile Administration Integration Server 110
120a
Smartphones
Managers 122
120b
Tablets
Executives 124
120c
Netbooks
Technical Staff 126

FIG.1

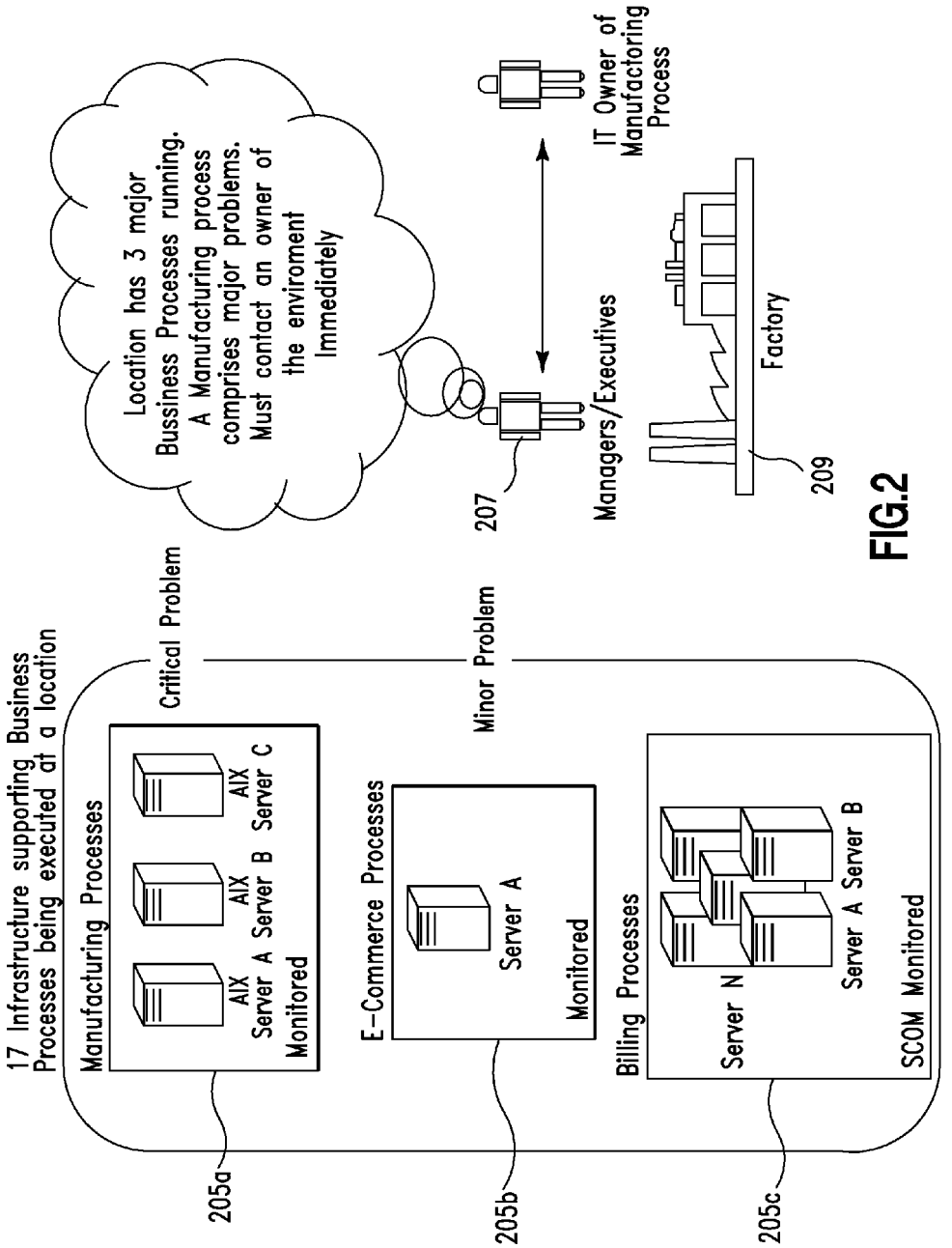

17 Infrastructure supporting Business Processes being executed at a location
Critical Problem
Minor Problem
Location has 3 major Bussiness Processes running. A Manufacturing process comprises major problems. Must contact an owner of the enviroment Immediately
IT Owner of Manufactoring Process
Managers/Executives
Factory
207
209
Manufacturing Processes
AIX Server A
AIX Server B
AIX Server C
Monitored
E-Commerce Processes
Server A
Monitored
Billing Processes
Server N
Server A Server B
SCOM Monitored
205a
205b
205c

FIG.2

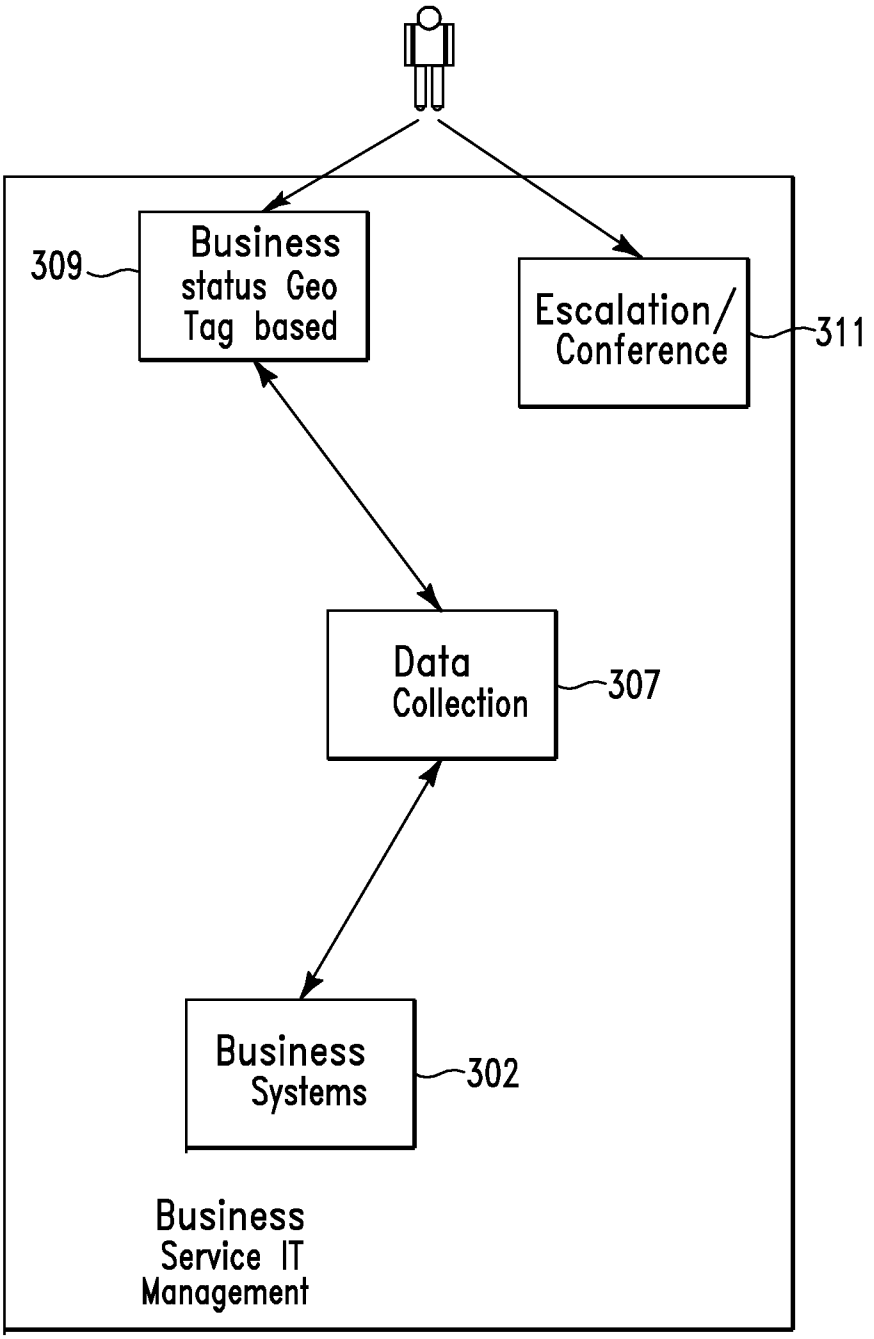

Business status Geo Tag based
309
Escalation/ Conference
311
Data Collection
307
Business Systems
302
Business Service IT Management

FIG.3

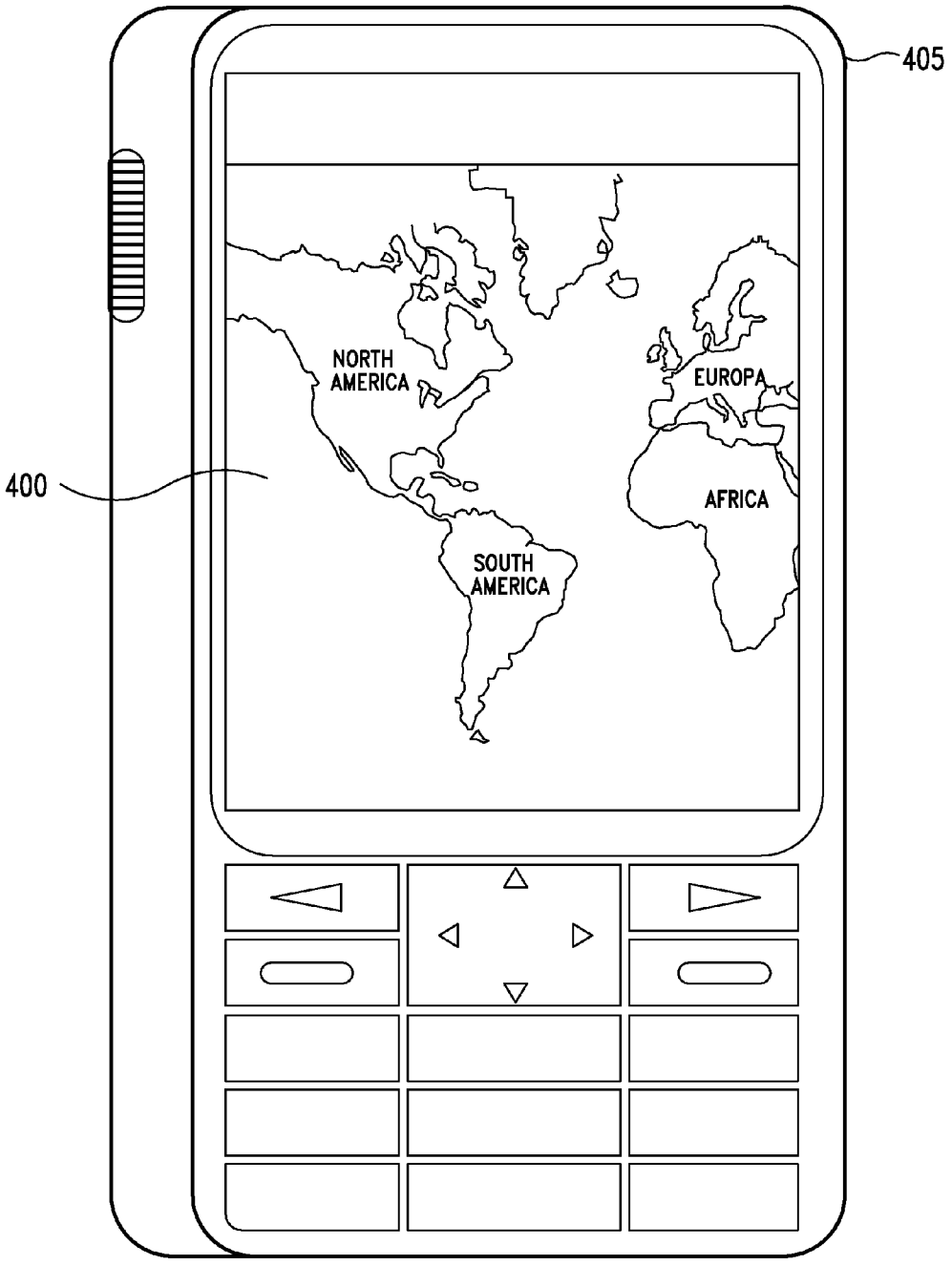


FIG.4

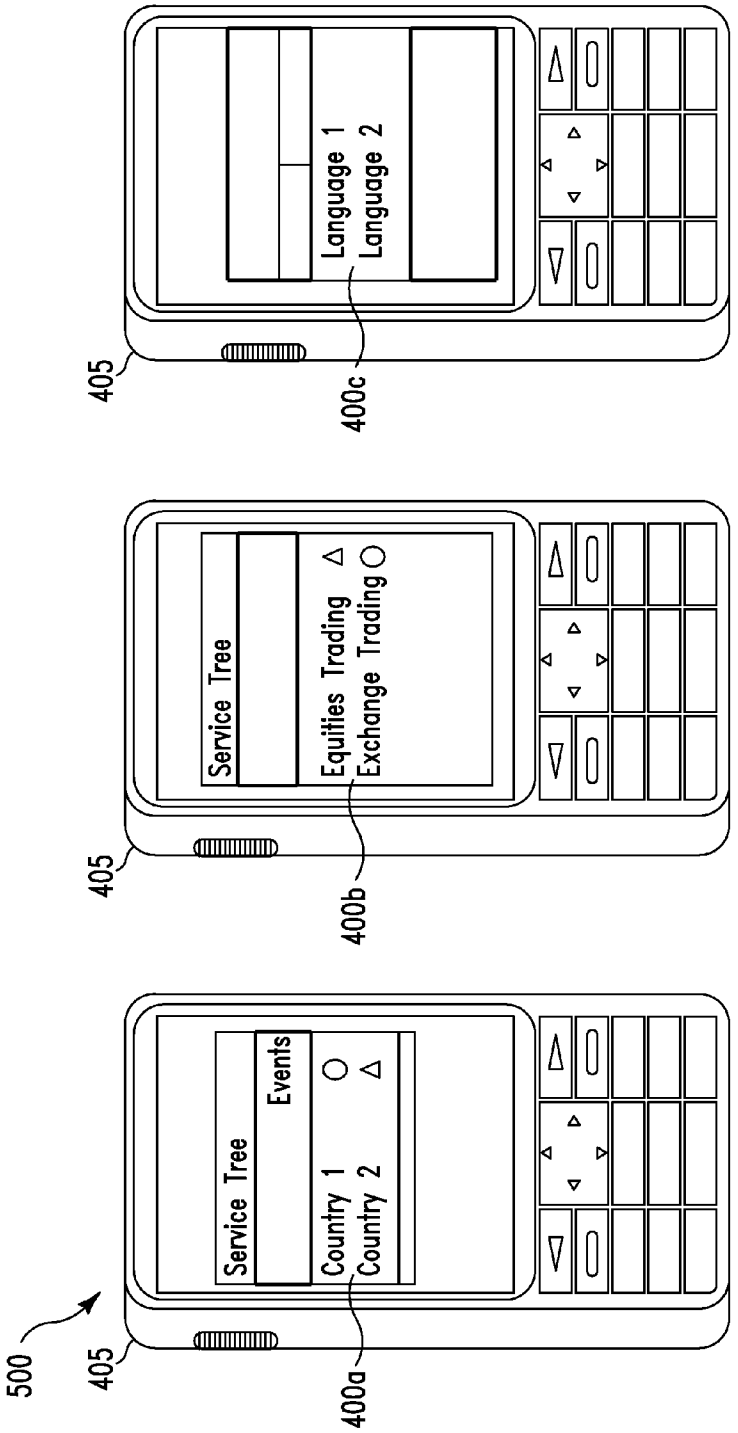


FIG.5A

FIG.5B

FIG.5C

FIG.5

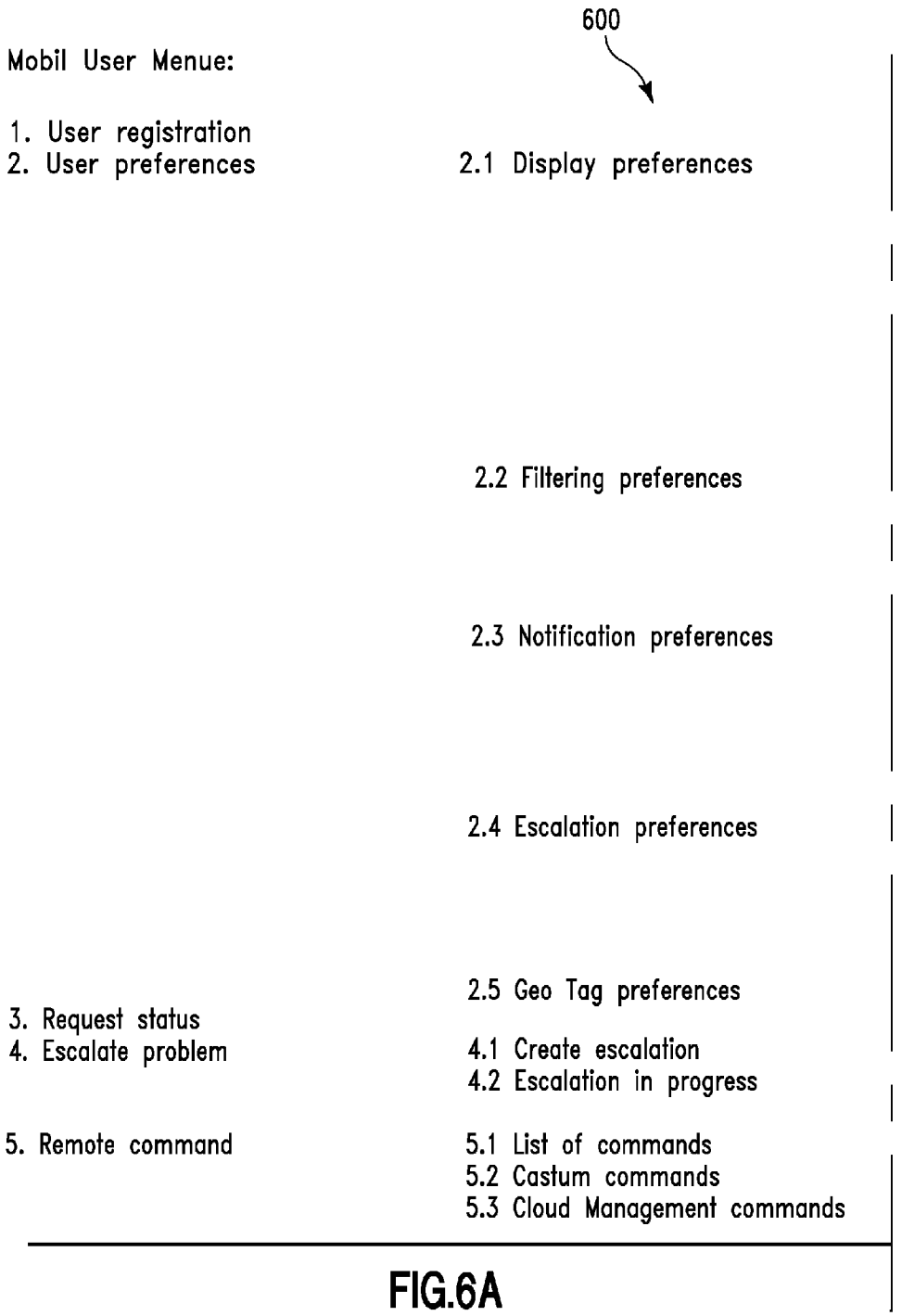

600
Mobil User Menue:
1. User registration
2. User preferences
2.1 Display preferences
2.2 Filtering preferences
2.3 Notification preferences
2.4 Escalation preferences
2.5 Geo Tag preferences
3. Request status
4. Escalate problem
4.1 Create escalation
4.2 Escalation in progress
5. Remote command
5.1 List of commands
5.2 Castum commands
5.3 Cloud Management commands

FIG.6A

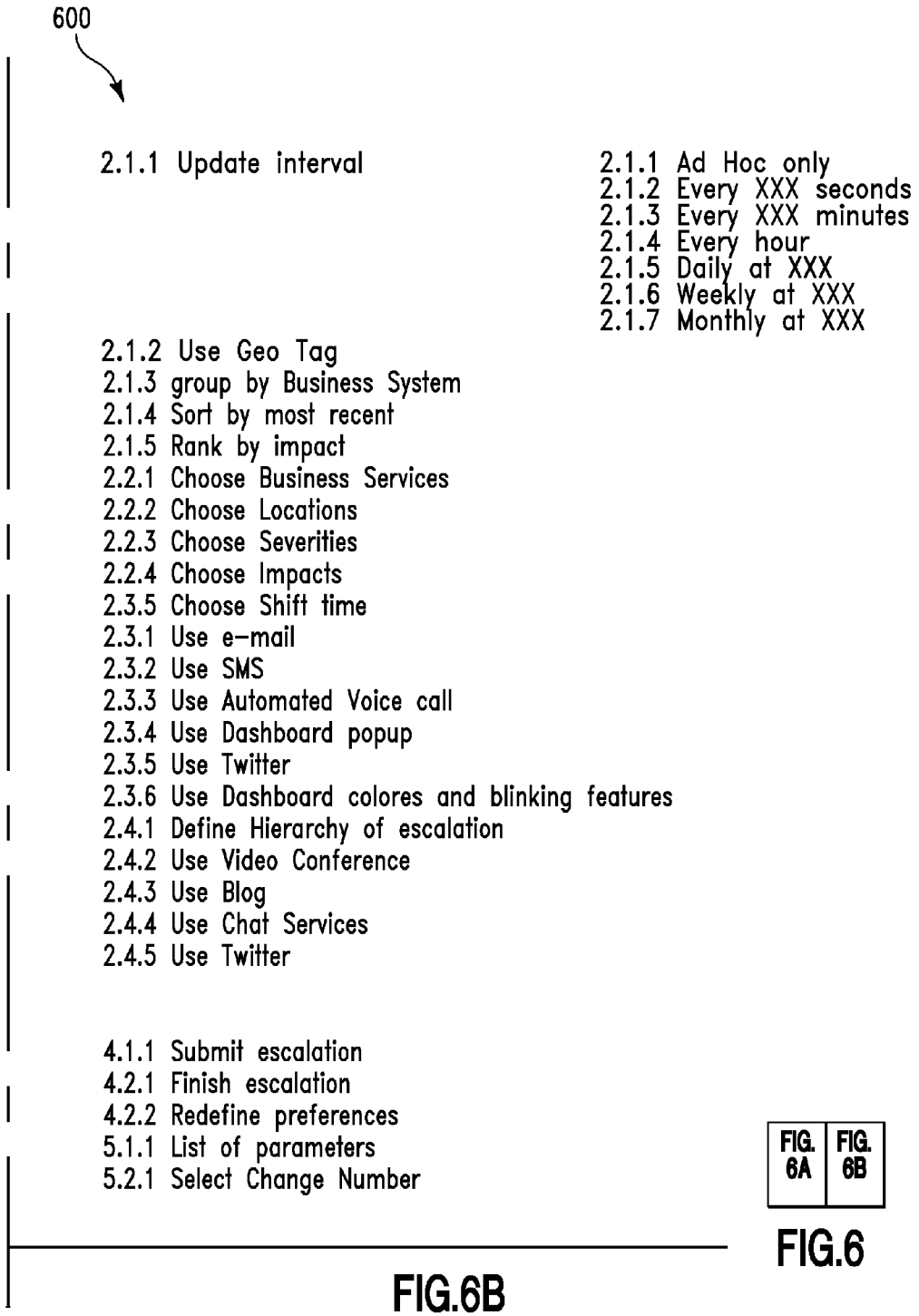

600
2.1.1 Update interval
2.1.1 Ad Hoc only
2.1.2 Every XXX seconds
2.1.3 Every XXX minutes
2.1.4 Every hour
2.1.5 Daily at XXX
2.1.6 Weekly at XXX
2.1.7 Monthly at XXX
2.1.2 Use Geo Tag
2.1.3 group by Business System
2.1.4 Sort by most recent
2.1.5 Rank by impact
2.2.1 Choose Business Services
2.2.2 Choose Locations
2.2.3 Choose Severities
2.2.4 Choose Impacts
2.3.5 Choose Shift time
2.3.1 Use e-mail
2.3.2 Use SMS
2.3.3 Use Automated Voice call
2.3.4 Use Dashboard popup
2.3.5 Use Twitter
2.3.6 Use Dashboard colores and blinking features
2.4.1 Define Hierarchy of escalation
2.4.2 Use Video Conference
2.4.3 Use Blog
2.4.4 Use Chat Services
2.4.5 Use Twitter
4.1.1 Submit escalation
4.2.1 Finish escalation
4.2.2 Redefine preferences
5.1.1 List of parameters
5.2.1 Select Change Number

FIG.6B

FIG. 6A
FIG. 6B

FIG.6

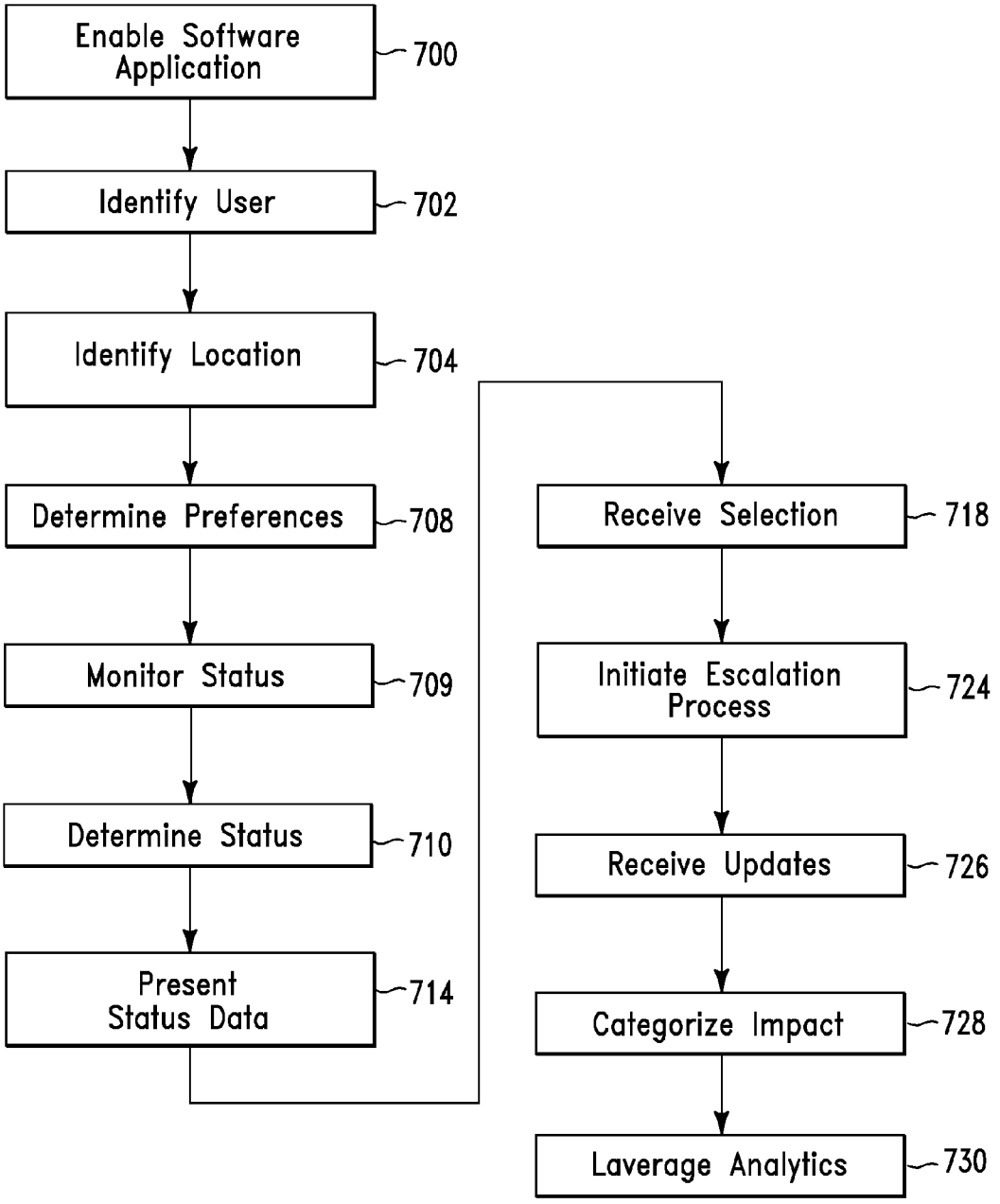

Enable Software Application
700
Identify User
702
Identify Location
704
Determine Preferences
708
Monitor Status
709
Determine Status
710
Present Status Data
714
Receive Selection
718
Initiate Escalation Process
724
Receive Updates
726
Categorize Impact
728
Laverage Analytics
730

FIG.7

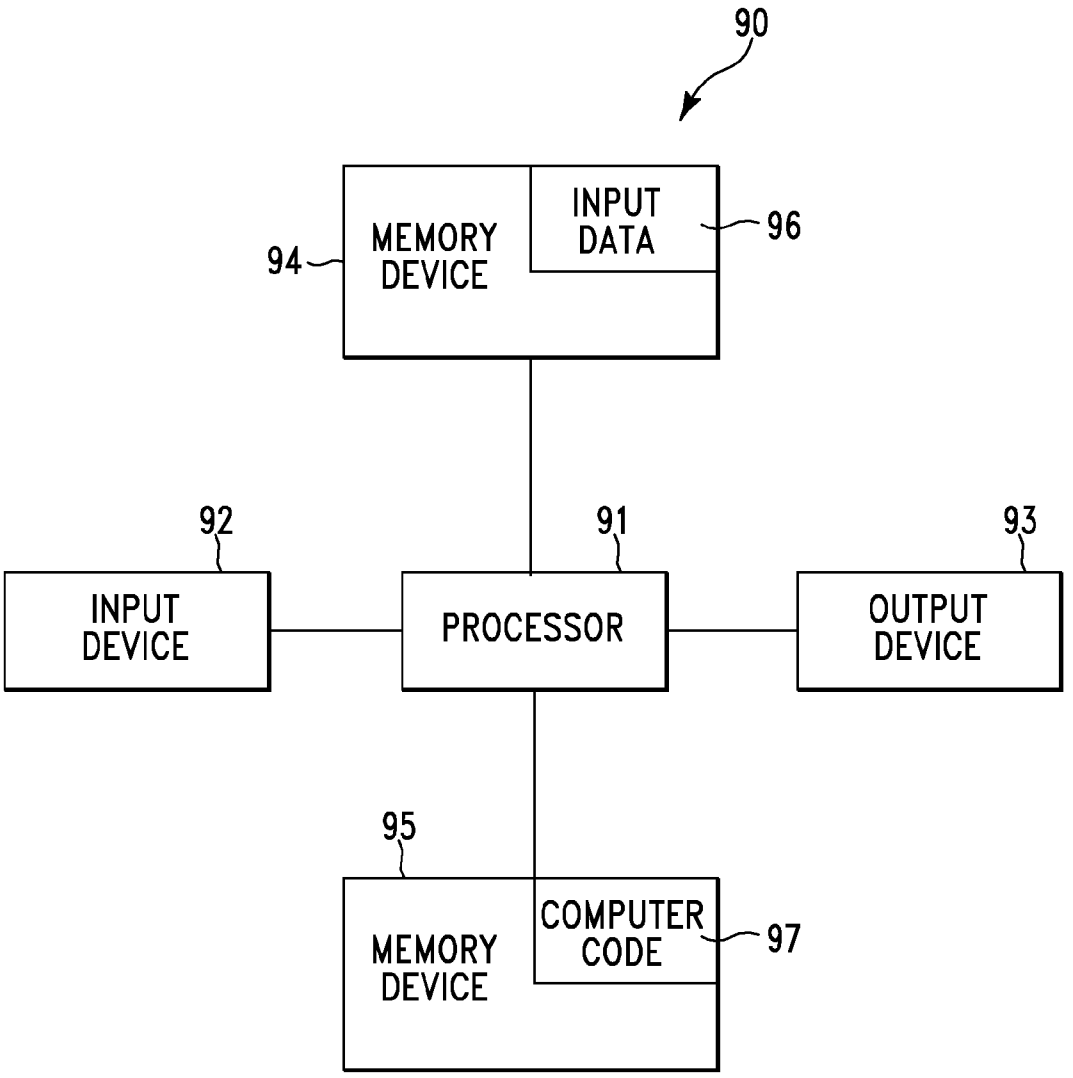

90
MEMORY DEVICE
94
INPUT DATA
96
92
INPUT DEVICE
91
PROCESSOR
93
OUTPUT DEVICE
95
MEMORY DEVICE
COMPUTER CODE
97

FIG.8

BUSINESS SYSTEMS MANAGEMENT MOBILE ADMINISTRATION

FIELD

[0001] One or more embodiments of the invention relate generally to a method for managing business systems, and in particular to a method and associated system for mobile administration of business systems.

BACKGROUND

[0002] Determining system issues typically includes an inaccurate process with little flexibility. Managing the issues may include a complicated process that may be time consuming and require a large amount of resources. Accordingly, there exists a need in the art to overcome at least some of the deficiencies and limitations described herein above.

SUMMARY

[0003] A first embodiment of provides a method comprising: enabling for a user, by a computer processor of a mobile device, a software application integrated with analytic models; identifying, by the computer processor in response to the enabling, the user; identifying, by the computer processor in response to the identifying the user, a location of the user, the location associated with an entity; determining, by the computer processor based on user defined data, preferences associated with the user; monitoring, by the computer processor based on the location and the preferences, a status of business processes associated with the entity at the location; determining, by the computer processor based on results of the monitoring, a status of the entity at the location; and presenting to the user, by the computer processor via the mobile device, status data associated with the status, the status data based on the preferences.

[0004] A second embodiment provides a computer program product, comprising a computer readable storage device storing a computer readable program code, the computer readable program code comprising an algorithm that when executed by a computer processor of a mobile device implements a method, the method comprising: enabling for a user, by the computer processor, a software application integrated with analytic models; identifying, by the computer processor in response to the enabling, the user; identifying, by the computer processor in response to the identifying the user, a location of the user, the location associated with an entity; determining, by the computer processor based on user defined data, preferences associated with the user; monitoring, by the computer processor based on the location and the preferences, a status of business processes associated with the entity at the location; determining, by the computer processor based on results of the monitoring, a status of the entity at the location; and presenting to the user, by the computer processor via the mobile device, status data associated with the status, the status data based on the preferences.

[0005] A third embodiment provides a computer system comprising a computer processor coupled to a computer-readable memory unit, the memory unit comprising instructions that when executed by the computer processor implements a method comprising: enabling for a user, by the computer processor, a software application integrated with analytic models; identifying, by the computer processor in response to the enabling, the user; identifying, by the computer processor in response to the identifying the user, a location of the user, the location associated with an entity; determining, by the computer processor based on user defined data, preferences associated with the user; monitoring, by the computer processor based on the location and the preferences, a status of business processes associated with the entity at the location; determining, by the computer processor based on results of the monitoring, a status of the entity at the location; and presenting to the user, by the computer processor via the mobile device, status data associated with the status, the status data based on the preferences.

[0006] The present invention advantageously provides a simple method and associated system capable of determining system issues.

BRIEF DESCRIPTION OF THE DRAWINGS

[0007] FIG. **1** illustrates a system for enabling a user to access a health status of business processes based on a geographic location service, in accordance with embodiments of the present invention.

[0008] FIG. **2** illustrates an implementation scenario enabled by the system of FIG. **1**, in accordance with embodiments of the present invention.

[0009] FIG. **3** illustrates a high level architectural diagram of the system of FIG. **1**, in accordance with embodiments of the present invention.

[0010] FIG. **4** illustrates a dashboard user interface enabled by the system of FIG. **1**, in accordance with embodiments of the present invention.

[0011] FIG. **5**, including FIGS. **5**A-**5**C, illustrates alternative views of the dashboard user interface of FIG. **4**, in accordance with embodiments of the present invention.

[0012] FIG. **6**, including FIGS. **6**A and **6**B, illustrates an administrative user interface enabled by the system of FIG. **1**, in accordance with embodiments of the present invention.

[0013] FIG. **7** illustrates an algorithm detailing a process flow enabled by the system of FIG. **1** for accessing a health status of business processes, in accordance with embodiments of the present invention.

[0014] FIG. **8** illustrates a computer apparatus used by the system of FIG. **1** to enable a user to access a health status of business processes based on a geographic location service, in accordance with embodiments of the present invention.

DETAILED DESCRIPTION

[0015] FIG. **1** illustrates a system **2** to enable a user to quickly access a health status of business processes, via a mobile device, based on a geographic location service, in accordance with embodiments of the present invention. System **2** is integrated with analytic models, performs an analysis of current business processes supported by IT, and enables a quick response to engage necessary personnel for working on current problems and obtaining status updates. Note that although system **2** is described with respect to the use of GPS as an example of geo positioning technology, additional of geo positioning technology methods (e.g., cellphone tower triangulation, etc.) may be used. System **2** enables a mobile system technology that collects IT environment information via one or more monitoring products from one or more vendors and integrates a deployed solution. The deployed solution is presented via a dashboard view on a mobile device (e.g., a smartphones, a tablet, a netbook, etc.) so that a manager or executive is able to quickly access and understand how well IT systems and infrastructures (i.e., that support

company processes) are performing. The dashboard view is delivered via real time reports in a business context (e.g., how a business process supported by a group of servers is performing). Additionally, system **2** enables a user to initiate actions such as, inter alia, starting a conference, taking corrective actions, etc.

[0016] System **2** of FIG. **1** comprises a mobile administration integration server **110** connected between business systems **100***a* . . . **100***c* and mobile devices **120***a* . . . **120***c*. Business systems **100***a* . . . **100***c* may comprise any type of server or computing systems. Business systems **100***a* . . . **100***c* may be used to implement any type of business systems used to implements business processes such as, inter alia, manufacturing processes, E-commerce processes, billing processes, etc. Mobile administration integration server **110** may comprise any type of computing system. Mobile devices **120***a* . . . **120***c* may comprise any type of mobile device including, inter alia, cellular phones, smart phones, tablet computers, netbook computers, PDAs, etc. Mobile devices **120***a* . . . **120***c* are used by individuals (e.g., managers, executives, technical staff, etc.) to review business system health.

[0017] Mobile administration integration server **110** communicates with external system management tools (of business systems **100***a* . . . **100***c*) responsible for monitoring a health of an IT environment and providing a status of a current IT environment deployed. The management tools provide an IT status from a component level or an application and business system level. Each of business systems **100***a* . . . **100***c* comprises an integration connector (i.e., one of integration connectors **105***a* . . . **105***c*) that collects relevant information from the management tools. The collected information enables users (that are registered in system **2**) a standard dashboard view of the health of company's business systems deployed by the IT environment. This view presents a health status in real time and may be accessed using any type of computer device such as, inter alia, smartphones, desktop computers, etc. Based on a profile and location, a user may view a health status of a business system running at the location. Additionally, the user is able to contact or escalate a responsible party associated with for any event being reported. For example, if a manager is at specific location, system **2** will identify that the manager is located at the factory (e.g., using Geo Tag technology) and present a health of the business processes that run or support a specific department located at the location of the factory.

[0018] System **2** enables a user to quickly access a health of business systems based in a GPS location. Additionally, system **2** enables a user to initiate an action from a mobile device. For example, a user may initiate a conference call with a party responsible for an IT environment related to an alerted problem. System **2** enables the following functions associated with collection of geo data:

[0019] 1. Consolidation of data (from various IT systems management vendor's products associated with business management information input from managers) into a single standardized dashboard comprising categories and filtering attributes.

[0020] 2. Processing alerts based on assigned filtering attributes.

[0021] 3. Identifying impacted business (e.g., business health) based on a GPS location.

[0022] 4. Classifying pertinent information based on business needs (e.g., filtered information).

[0023] 5. Enabling escalation of an issue to associated management and appropriate technical staff based on severity, impact, etc.

[0024] In order to collect geo data, mobile administration integration server **110** retrieves information thereby enabling a centralized method for retrieval of geo data from business systems **100***a* . . . **100***c*. The centralized geo data comprises business impact data geo location information and escalation data.

[0025] The collected geo data comprises information associated with a mean time to resolve (MTTR), based on analytic models, if the information is available from IT systems management vendor products. For example, a manager is traveling to a branch office or a plant. When the manager arrives a health status of business processes that are running at that location is requested. In response, the manager enables a mobile device and based on a geo tag location, an application presents (to the manager) information describing problems related to related business processes and a specified time period for repair based on analytic models. The presented information allows the manager to initiate an action from a mobile device. Additionally, system **2** comprises a geo tag disabled option allowing a user to define mobile GPS functions that will not be used by a client agent (i.e., as an additional filtering layer for the location). An escalation option indicates preference of conference mechanisms to be used (e.g., video meeting, mobile teleconference, chat services, a blog, etc.) as well as notification channels (e.g., SMS, e-mail, web site, web services, etc.) and escalation contacts associated with events. The conference mechanisms allow users to be aware of last status updates of each impacted system. System **2** allows presentation of impacted business systems based on user's preferences. When a user receives information, the user will have the capability to escalate a problem by selection and forwarding an escalation to a higher level. The following process describes an implementation example enabled by system **2**:

[0026] A company's executive arrives at a manufacturing plant (belonging to company A) comprising enabled business processes. The executive makes a request (via a mobile device) to determine a health of company A's manufacturing systems. An application (on mobile administration integration server **110** via a mobile device) identifies the executive's location (based on a geo tag location) and the executive's preference (i.e., manufacturing processes). In response, the application processes impacted systems by selecting a status of manufacturing processes at the location. This selection search an application database that is continuously receiving status updates from various IT systems and monitoring products deployed in the company systems. Additionally, the application categorizes an impact based on a location, a business process, an impact, and a severity. The application will additionally leverage business analytics to identify a mean time to resolve (MTTR) time to repair a reported problem. The mobile administration integration server **110** (via a mobile device) displays a business health of manufacturing plant. In formation is displayed based the executive's preference. In response, the executive may select any event and initiate an escalation process (with a responsible party) by transmitting a message (to the responsible party) and copying a manager or initiating a conference through a mobile device.

[0027] FIG. **2** illustrates an implementation scenario enabled by system **2** of FIG. **1** to enable a user to quickly access a health status of business processes based on a geo-

graphic location service, in accordance with embodiments of the present invention. FIG. **2** illustrates a manager/executive **207** arriving at a factory location **209**. The manager/executive **207** accesses system **2** and identifies three business process **205***a* . . . **205***c* running at the factory location **209**. The identification process is enabled by mobile administration integration server **110** of FIG. **1**. Mobile administration integration server **110** collects information from business processes **205***a* . . . **205***c* via IT system management tools. A geo positioning identification process is enabled and based on a location of the manager/executive **207** and an associated profile, business process **205***a* . . . **205***c* are identified. Mobile administration integration server **110** reports a health status of business processes **205***a* . . . **205***c* via a mobile device. In response, the manager/executive **207** initiates an action via the mobile device. For example, a conference call describing the health status is initiated.

[0028] FIG. **3** illustrates a high level architectural diagram of system **2** of FIG. **1**, in accordance with embodiments of the present invention. The architectural diagram of FIG. **3** comprises a data collection component **307** for capturing input data (e.g., business systems monitoring and configuration data) from business systems **302** and categorizing a business impact by category (e.g., location, area, business service, etc.). Additionally, data collection component **307** defines a risk associated with a business impact (based in a matrix of criticality) and a mean time to resolve (MTTR) if required attributes for calculation are available. A presentation layer comprised of a business status view component **309** and conference/escalation function component **311** displays information to user based on user location. Conference/escalation function component **311** enables a conference/escalation per user request and notification preferences.

[0029] FIG. **4** illustrates a dashboard user interface **400** enabled by system **2** of FIG. **1**, in accordance with embodiments of the present invention. Dashboard user interface **400** is presented via a mobile computing device **405**. Dashboard user interface **400** presents an initial screen illustrating a high level view of all business process statuses defined for a user based on a geo tag associated with a user defined preference. A lower level view may be implemented by touch screen functions or clicking over a status.

[0030] FIG. **5**, including FIGS. **5**A-**5**C, illustrates alternative views **500** of dashboard user interface **400** comprised by mobile computing device **405** of FIG. **4**, in accordance with embodiments of the present invention. Alternative views **500** comprise dashboard user interface views **400***a*, **400***b*, and **400***c*. Each of dashboard user interface views **400***a*, **400***b*, and **400***c* comprise a different level of business process statuses.

[0031] FIG. **6**, including FIGS. **6**A and **6**B, illustrates an administrative user interface **600** enabled by system **2** of FIG. **1**, in accordance with embodiments of the present invention. Administrative user interface **600** comprises an administration interface used to administer user configuration data and settings. Multiple capabilities such as, inter alia, display, filtering, notification, escalation, geo tag preferences, etc., may be deployed. Additionally, administrative tasks such as, inter alia, requesting a status of problems, viewing an escalation status, running remote commands to an IT environment, etc., may be performed using administrative user interface **600**.

[0032] FIG. **7** illustrates an algorithm detailing a process flow enabled by system **2** of FIG. **1** for accessing a health status of business processes, via a mobile device, based on a geographic location service, in accordance with embodiments of the present invention. Each of the steps in the algorithm of FIG. **3** may be enabled and executed by a computer processor executing computer code. In step **700**, a user (via a mobile device) enables a software application integrated with analytic models. In step **702**, the user is identified. In step **704**, (in response to identifying said user) a location of the user and associated with an entity is identified. In step **708**, (based on user defined data) preferences associated with the user are determined. In step **709**, a status of business processes associated with the entity at the location is monitored. In step **710**, a status of the entity at the location is determined based on results of the monitoring in step **709**. In step **714**, status data (associated with the status of the entity) is presented to the user. The status data is based on the preferences. In step **718**, a selection for an event associated with the status data is received from the user. In step **724**, an escalation process associated with the event is initiated based on the selection. In step **726**, status updates associated with systems of the entity are continuously received from multiple IT systems of the entity. In step **728**, an impact of the status is categorized based on the location, the business process, an impact, and a severity. In step **730**, business analytics to identify a mean time to resolve (MTTR) time to fix a reported problem associated with status of the entity are leveraged.

[0033] FIG. **8** illustrates a computer apparatus **90** (e.g., mobile administration integration server **110** of FIG. **1**) used by system **2** of FIG. **1** to enable a user to quickly access a health status of business processes, via a mobile device, based on a geographic location service, in accordance with embodiments of the present invention. The computer system **90** includes a processor **91**, an input device **92** coupled to the processor **91**, an output device **93** coupled to the processor **91**, and memory devices **94** and **95** each coupled to the processor **91**. The input device **92** may be, inter alia, a keyboard, a mouse, etc. The output device **93** may be, inter alia, a printer, a plotter, a computer screen, a magnetic tape, a removable hard disk, a floppy disk, etc. The memory devices **94** and **95** may be, inter alia, a hard disk, a floppy disk, a magnetic tape, an optical storage such as a compact disc (CD) or a digital video disc (DVD), a dynamic random access memory (DRAM), a read-only memory (ROM), etc. The memory device **95** includes a computer code **97**. The computer code **97** includes algorithms (e.g., the algorithm of FIG. **7**) to enable a user to quickly access a health status of business processes, via a mobile device, based on a geographic location service. The processor **91** executes the computer code **97**. The memory device **94** includes input data **96**. The input data **96** includes input required by the computer code **97**. The output device **93** displays output from the computer code **97**. Either or both memory devices **94** and **95** (or one or more additional memory devices not shown in FIG. **8**) may include the algorithm of FIG. **7** and may be used as a computer usable medium (or a computer readable medium or a program storage device) having a computer readable program code embodied therein and/or having other data stored therein, wherein the computer readable program code includes the computer code **97**. Generally, a computer program product (or, alternatively, an article of manufacture) of the computer system **90** may include the computer usable medium (or the program storage device).

[0034] Still yet, any of the components of the present invention could be created, integrated, hosted, maintained, deployed, managed, serviced, etc. by a service supplier who offers to enable a user to quickly access a health status of

business processes, via a mobile device, based on a geographic location service. Thus the present invention discloses a process for deploying, creating, integrating, hosting, maintaining, and/or integrating computing infrastructure, including integrating computer-readable code into the computer system **90**, wherein the code in combination with the computer system **90** is capable of performing a method to enable a user to quickly access a health status of business processes, via a mobile device, based on a geographic location service. In another embodiment, the invention provides a business method that performs the process steps of the invention on a subscription, advertising, and/or fee basis. That is, a service supplier, such as a Solution Integrator, could offer to enable a user to quickly access a health status of business processes, via a mobile device, based on a geographic location service. In this case, the service supplier can create, maintain, support, etc. a computer infrastructure that performs the process steps of the invention for one or more customers. In return, the service supplier can receive payment from the customer(s) under a subscription and/or fee agreement and/or the service supplier can receive payment from the sale of advertising content to one or more third parties.

[0035] While FIG. **8** shows the computer system **90** as a particular configuration of hardware and software, any configuration of hardware and software, as would be known to a person of ordinary skill in the art, may be utilized for the purposes stated supra in conjunction with the particular computer system **90** of FIG. **8**. For example, the memory devices **94** and **95** may be portions of a single memory device rather than separate memory devices.

[0036] While embodiments of the present invention have been described herein for purposes of illustration, many modifications and changes will become apparent to those skilled in the art. Accordingly, the appended claims are intended to encompass all such modifications and changes as fall within the true spirit and scope of this invention.

1. A method comprising:

enabling for a user, by a computer processor of a mobile device, a software application integrated with analytic models;

identifying, by said computer processor in response to said enabling, said user; identifying, by said computer processor in response to said identifying said user, a location of said user, said location associated with an entity;

determining, by said computer processor based on user defined data, preferences associated with said user;

monitoring, by said computer processor based on said location and said preferences, a status of business processes associated with said entity at said location;

determining, by said computer processor based on results of said monitoring, a status of said entity at said location; and

presenting to said user, by said computer processor via said mobile device, status data associated with said status of said entity, said status data based on said preferences.

2. The method of claim **1**, further comprising:

receiving, by said computer processor from said user, a selection for an event associated with said status data; and

initiating, by said computer processor based on said selection, an escalation process associated with said event.

3. The method of claim **2**, wherein said escalation process comprises:

transmitting a message, indicating said event, to an individual responsible for correcting said event.

4. The method of claim **2**, wherein said escalation process comprises:

initiating a conference with an individual responsible for correcting said event.

5. The method of claim **1**, wherein said identifying said location of said user comprises using a geo-positioning technology.

6. The method of claim **5**, wherein said geo-positioning technology comprises a technology selected from the group consisting of a global positioning satellite technology and a cellular telephone tower triangulation technology.

7. The method of claim **1**, wherein said status of said entity indicates problems associated with said entity.

8. The method of claim **1**, further comprising:

continuously receiving, by said computer processor from multiple IT systems of said entity, status updates associated with systems of said entity, wherein said monitoring said status of said business processes comprises monitoring said status updates.

9. The method of claim **1**, further comprising:

categorizing, by said computer processor, an impact of said status of said entity based on said location, said business process, an impact, and a severity; and

leveraging, by said computer processor, business analytics to identify a mean time to resolve (MTTR) time to fix a reported problem associated with said status of said entity.

10. The method of claim **1**, wherein said status of said entity indicates a business health of said entity.

11. The method of claim **1**, further comprising: providing a process for supporting computer infrastructure, said process comprising providing at least one support service for at least one of creating, integrating, hosting, maintaining, and deploying computer-readable code in the computing apparatus, wherein the code in combination with the computing apparatus is configured to perform the method of claim **1**.

12. A computer program product, comprising a computer readable storage device storing a computer readable program code, said computer readable program code comprising an algorithm that when executed by a computer processor of a mobile device implements a method, said method comprising:

enabling for a user, by said computer processor, a software application integrated with analytic models;

identifying, by said computer processor in response to said enabling, said user;

identifying, by said computer processor in response to said identifying said user, a location of said user, said location associated with an entity;

determining, by said computer processor based on user defined data, preferences associated with said user;

monitoring, by said computer processor based on said location and said preferences, a status of business processes associated with said entity at said location;

determining, by said computer processor based on results of said monitoring, a status of said entity at said location; and

presenting to said user, by said computer processor via said mobile device, status data associated with said status of said entity, said status data based on said preferences.

13. The computer program product of claim **12**, wherein said method further comprises:

receiving, by said computer processor from said user, a selection for an event associated with said status data; and

initiating, by said computer processor based on said selection, an escalation process associated with said event.

14. The computer program product of claim **13**, wherein said escalation process comprises:

transmitting a message, indicating said event, to an individual responsible for correcting said event.

15. The computer program product of claim **13**, wherein said escalation process comprises:

initiating a conference with an individual responsible for correcting said event.

16. The computer program product of claim **12**, wherein said identifying said location of said user comprises using a geo-positioning technology.

17. The computer program product of claim **16**, wherein said geo-positioning technology comprises a technology selected from the group consisting of a global positioning satellite technology and a cellular telephone tower triangulation technology.

18. The computer program product of claim **12**, wherein said status of said entity indicates problems associated with said entity.

19. The computer program product of claim **12**, wherein said method further comprises:

continuously receiving, by said computer processor from multiple IT systems of said entity, status updates associated with systems of said entity, wherein said monitoring said status of said business processes comprises monitoring said status updates.

20. A computer system comprising a computer processor coupled to a computer-readable memory unit, said memory unit comprising instructions that when executed by the computer processor implements a method comprising:

enabling for a user, by said computer processor, a software application integrated with analytic models;

identifying, by said computer processor in response to said enabling, said user; identifying, by said computer processor in response to said identifying said user, a location of said user, said location associated with an entity;

determining, by said computer processor based on user defined data, preferences associated with said user;

monitoring, by said computer processor based on said location and said preferences, a status of business processes associated with said entity at said location;

determining, by said computer processor based on results of said monitoring, a status of said entity at said location; and

presenting to said user, by said computer processor via said mobile device, status data associated with said status, said status data based on said preferences.

* * * * *